



# Benefit Details Plus



# Welcome to My Health Membership!

We are pleased to offer you an exceptional healthcare benefit designed to simplify your access to health care while offering convenience, quality care, and medications. My Health Membership Solutions were designed with flexibility in mind to help meet the busy demands of your life. You now have control over when and where you receive care. When you need assistance, we have a team there to support you every step of the way. This document provides information about all the great benefits My Health Membership has to offer.

## What is My Health Membership?

My Health Membership brings you easy access to virtual primary, urgent and pediatric care, mental health therapy, a vision program, virtual physical therapy, virtual specialists, and prescription medications using your member portal.

[Member Portal](#)

## Dependent Care

Individual	Individual +1	Family
Single Adult (18+)	Adult +1 Individual	Member + 6 members

# Membership Services

As a My Health Membership member, you have access to the following services with no copays, no deductibles, and no out of pocket costs.

## Virtual Primary Care

You have 12 virtual primary care visits per member per year as well as, 12 care visits per covered child per year.

- Care is available for children ages 2+
- Appointments can be scheduled and in some instances are available as early as the same day.
- Primary Care appointments are available Monday - Friday from 8 AM – 5 PM EST
- You have the option to see the same providers every time

## Virtual Urgent Care

- You have 12 virtual urgent care visits per member per year.
- Appointments are available 24 hours a day, 7 days a week, 365 days a year

## Virtual Mental Health Therapy

You have 12 Mental Health therapy visits per member per year. • Mental Health therapy is available for adults & covered adolescents ages 12+

- Appointments can be scheduled within 1-3 days
- Behavioral Health Therapists are available 24/7 for urgent needs

## Virtual Vision Care

You have access to Vision care.

- A member may receive 1 virtual vision acuity test each calendar year to update or renew their vision prescription.
- The program offers access to daily, weekly, and monthly contact lenses from Clerio, Bausch and Lomb to Acuvue and many other brands.

- You will receive a 1-year supply of contacts in some cases for as low as \$10 after the discount
- Eyewear frames are grouped into Affordable, Premium and Luxury styles and range from Ecko and Dickies to Kate Spade, Oakley, YSL and Prada.
- Eyewear lenses are polycarbonate, with an anti-reflective coating and have UV protection. You may also choose to order blue light lenses. Eyewear and lenses
  - start as low as \$30 (after \$180 annual allowance) If you are enrolled as a Single individual, you will receive an annual \$180 eyewear allowance and an annual \$180 contact lens allowance. Contact allowance is broken into 4 quarters of \$45 applied to your quarterly supply order, or the entire \$180 if your supply order is for the entire year.
  - Contact lenses starting as low as \$10 for a 1-year supply after \$180 annual allowance. Eyewear starting as low as \$30 for a pair of frames and prescription or blue light lenses after \$180 annual allowance.
- If you are enrolled as a Single Plus 1, you and one adult each have your own annual benefits allowances
- If you are enrolled as a Family, you and each member of your family each have your own annual benefit allowance
- Children are covered under the family program only (all ages)

## Prescription + Pharmacy Care

Over 425 generic medications are included and available with your membership. A list of these medications can be found by accessing your My Health Membership member portal.

- If your virtual doctor prescribes you an included medication, it will be processed via our mail order pharmacy and delivered to your home within 3-5 days.
- Your membership covers one free shipment per month. If an additional order is needed within the month, there is a low shipment fee of \$5.
- If you are currently taking a medication that is on our list, you can transfer it to our mail order pharmacy to receive the medication at no charge.
- If your provider orders urgent medication or a medication that is not included in your membership it will be sent to your local pharmacy. You can then use your member prescription card to receive discounts of up to 80% off. The card is available to print or download in your My Health Membership member portal under the “My Medications” section.
- If you see a doctor outside of the My

Health Membership platform and are recommended a covered maintenance medication let them know the medication is covered by My Health Membership so they can process the prescription through My Health Membership's Pharmacy Subsidiary Manifest Rx. If it is a covered urgent medication your doctor can send the prescription to your local pharmacy where you can use your member prescription card to pick it up free of charge.

- A Pharmacist is available at 888-770-4009, Monday-Friday from 8 AM - 5 PM EST or via email at [MyHealthMembership@manifestrx.com](mailto:MyHealthMembership@manifestrx.com).
- Your membership covers 40 urgent medications which can be found in your member portal.
- If you have a virtual urgent care visit and your provider prescribes an urgent medication, you can pick it up at your local retail pharmacy at no added cost.

## Virtual Physical Therapy

Physical Therapy visits are available for adults 18+ (and children age 16+ with an adult's verbal consent).

- Virtual Physical Therapy is available to help with Neck, Back, Knee, Hip, Shoulder, and Elbow pain
- Therapy appointments can be scheduled within 1-3 days and if available you can request a session the same day with the first available therapist
- Appointments are available Monday-Friday, 10 AM - 8 PM EST
- All child visits count towards the adult membership visit limit
- You have the option to see the same therapist every time
- If you need to access more than the allotted 12 Virtual Physical Therapy sessions, you can purchase a package of 5 additional visits directly from our provider for \$29. Instructions are in your member portal.
- During the calendar year you will receive reminders through your member portal regarding the number of appointments you have remaining for each care category. If you use all your visits for a care category during the calendar year, they will renew again on January 1st for the coming year as long as your membership is in effect. Please see the exception above regarding virtual physical therapy if you require additional appointments.

## Lab Testing

If your doctor orders lab work, orders will be sent to the nearest Quest or LabCorp facility where you can have the lab work completed. Discounted pricing will apply with discounts of up to 80%. You can pay for the lab directly, use your HSA or FSA card, or submit the claim to your major medical insurance provider.

## Virtual Psychiatry

You have 4 Psychiatry visits per year Psychiatry visits

- are available for ages 5+ Appointments are
- available via video link
- You may receive assistance with medication management
- Appointments times are available, Monday – Friday, 8 AM – 6 PM EST

## Virtual Dermatology

You have 4 Virtual Dermatology visits per year Dermatology visits

- are available for ages 18+
- You may communicate with Dermatology through video, text or email
- Appointments times M - F, 8AM - 5PM PST

## Virtual Endocrinology

You have 4 Virtual Endocrinology visits per year Endocrinology visits

- are available for ages 18+
- Appointments are available via video link
- Appointment time M - F, 8AM - 5PM PST **In-Person**

## Care Services

- Receive your annual flu shot at no cost with a voucher (accessible through your member portal) redeemable through CVS MinuteClinic

- Receive a discount voucher for 15% off in-person visits to any CVS MinuteClinic (accessible through your member portal)
- As a Plus member, you will receive 1 lab per year at no cost. If your doctor orders lab work, orders will be sent to the nearest Quest or LabCorp facility where you can have the lab work completed. ● If you require additional labs, discounted pricing will apply with discounts of up to 80%. You can pay for the lab directly, use your HSA or FSA card, or submit the claim to your major medical insurance provider.

## **Additional Health Support**

If you have other challenges or need assistance and support accessing things like food, shelter, transportation, childcare, job training etc., call our Customer Care team at 888-220-6650 for help finding the resources and support that you need.

# Membership Services + Fees My Health Membership Plus Membership

<u>Service</u>	<u>Cost to Member</u>	<u>Include Benefit</u>	<u>Visits per Year</u>
Deductible	\$0		
Co-Pay / Coinsurance	\$0		
Virtual Primary Care	\$0	X	12
Virtual Pediatric Care	\$0	X	12
Virtual Urgent Care	\$0	X	12
Virtual Mental Health Therapy	\$0	X	12
Virtual Physical Therapy	\$0	X	12 (see footnote 4)
Vision Care Acuity Exam	\$0	X	1



<u>Service</u>	<u>Cost to Member</u>	<u>Include Benefit</u>	<u>Visits per Year</u>
Vision - Prescription Eyewear	\$30+	X	
Vision - Contact Lenses (daily, weekly, monthly)	\$10+	X	
Discounted Lab Work	see footnote 3	X	12
425+ generic medications (home delivery)	\$0	X	
40 Urgent care medications (@ retail)	\$0	X	
Medication Shipment	see footnote 1	X	
Rx Savings Card	see footnote 2	X	
Pharmacy Consultation Services	\$0	X	
Mental Health Screening	\$0	X	
Access to Drivers of Health Resources	\$0	X	

<u>Service</u>	<u>Cost to Member</u>	<u>Include Benefit</u>	<u>Visits per Year</u>
Virtual Dermatology	\$0	X	4
Virtual Endocrinology	\$0	X	4
Virtual Psychiatry	\$0	X	4
In-Person Visit (CVS MinuteClinic)	15% Discount	X	
Annual Flu Shot (@ CVS)	\$0	X	
Annual Lab Test	\$0	X	1

## Footnotes

1. For the My Health Membership covered medications, one shipment per month is included free in your membership. Each additional shipment that month will require a \$5 shipping fee. More than one prescription can be combined in the free shipment per month.
2. Medications not included in the My Health Membership medication list can be purchased through a local pharmacy. The cost for these medications will be incurred by the member. If the member has traditional insurance with a drug benefit, the member can use their insurance card or use the My Health Membership Pharmacy discount card to receive additional discounts.
3. Lab work, if ordered by your doctor and on the list, is discounted up to 80%.
4. If you need to access more than the allotted 12 Virtual Physical Therapy sessions, you can purchase a package of 5 additional visits directly from our provider for \$29. Instructions are in your member portal.
5. During the calendar year you will receive reminders through your member portal regarding the number of appointments you have remaining for each care category. If you use all your visits for a care category during the calendar year, they will renew again on January 1st for the coming year as long as your membership is in effect. Please see the exception above regarding virtual physical therapy if you require additional appointments.
6. Contact lenses starting as low as \$10 for a 1-year supply after \$180 annual allowance. Eyewear starting as low as \$30 for a pair of frames and prescription or blue light lenses after \$180 annual allowance.